

Clatsop County Town Hall #2 STR Revisions Nov. 12, 2021

To: Clatsop County Commissioners

From: Nancy Chase

I want to thank you for offering the Town Hall format as a way to allow all interested parties to participate in this process.

The information provided by your staff has been very helpful in understanding the proposed revisions especially the comparisons to other jurisdictions.

As an STR owner I am in support of the proposed revisions except for some concerns and comments as follows:

**Complaint Process:**

Item A: Clarify the language so that complaints are not anonymous. I think the Code enforcer and the Hot line operator should require a name and contact phone number. There could be the option not to share complaining party's name with the STR owner. A lot of anger in the community could be avoided if the Code enforcer can follow up with the complaining party and explain his findings and the actions taken.

Besides the Hotline number the complaining party is directed to communicate with "the contact person designated on the permit". The STR permit summary should be available on the County website. It should have the contact information but also a description of allowed occupants, # of cars etc. Easily available information may reduce the number of complaints.

Item B: "The contact person shall respond within 30 minutes to the complaint. " Who are we responding to? The Hotline? The code enforcer? I have only had one complaint to date. I called the renter and then 2 neighbors to double check that it was a false complaint. I then left a message on the code enforcer's voice mail with the information. Was this the correct procedure?

Concern: When I received my Hotline call it was from an unknown phone number that appeared to be a Spam call. It would be good to have a way to identify who is calling especially given the proposed 30 minutes to respond. The Hotline Operator indicated that they had numerous phone lines so there is not an easy solution.

**Penalties:**

Level 1:

- a) Septic violations: Clatsop County already has a department that deals with failing septic systems and works with the owners to make sure the system is fixed. Fines are possible

if the owner is not working towards a solution. Should STR owners be singled out for an extra penalty? STR owners should not be allowed to rent until the septic problem is cured but this is a situation out of their control and not intentional given that all STR owners have their septic systems evaluated as part of the STR permit process

Re; Level 3 Garbage and Noise complaints. The word complaints should be changed to violations. Guidance also needs to be given to the Code Enforcer on defining a garbage or noise violation.

RE: Water Testing: Can language be added to clarify that water testing is only required where a private well is servicing the STR versus a Water District well system?

The Penalties levels will take more thought on my part and I look forward to hearing my neighbor's comments on the matter.

Thank you for taking the time to read this memo.

Sincerely,

Nancy Chase